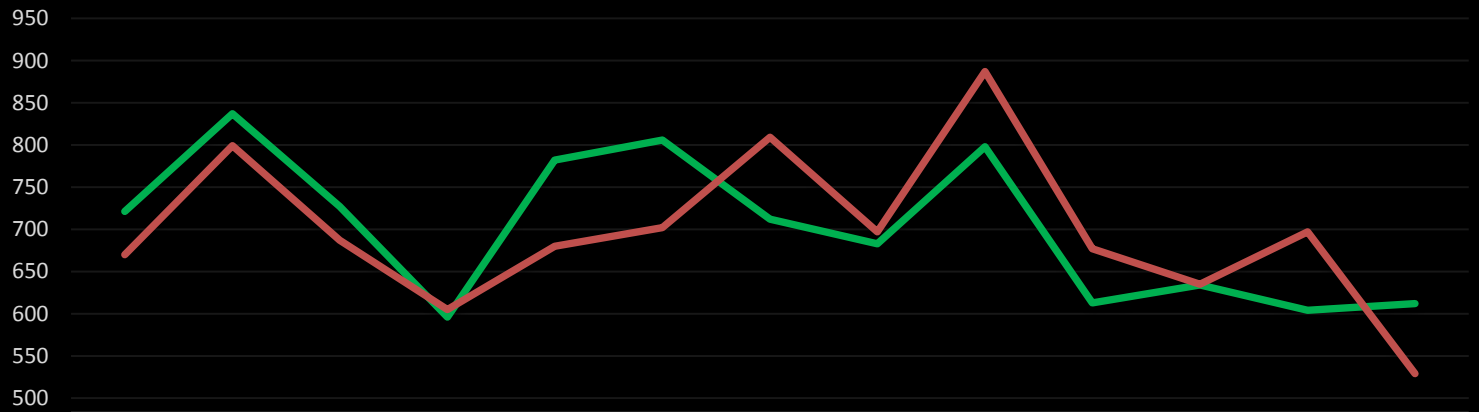


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

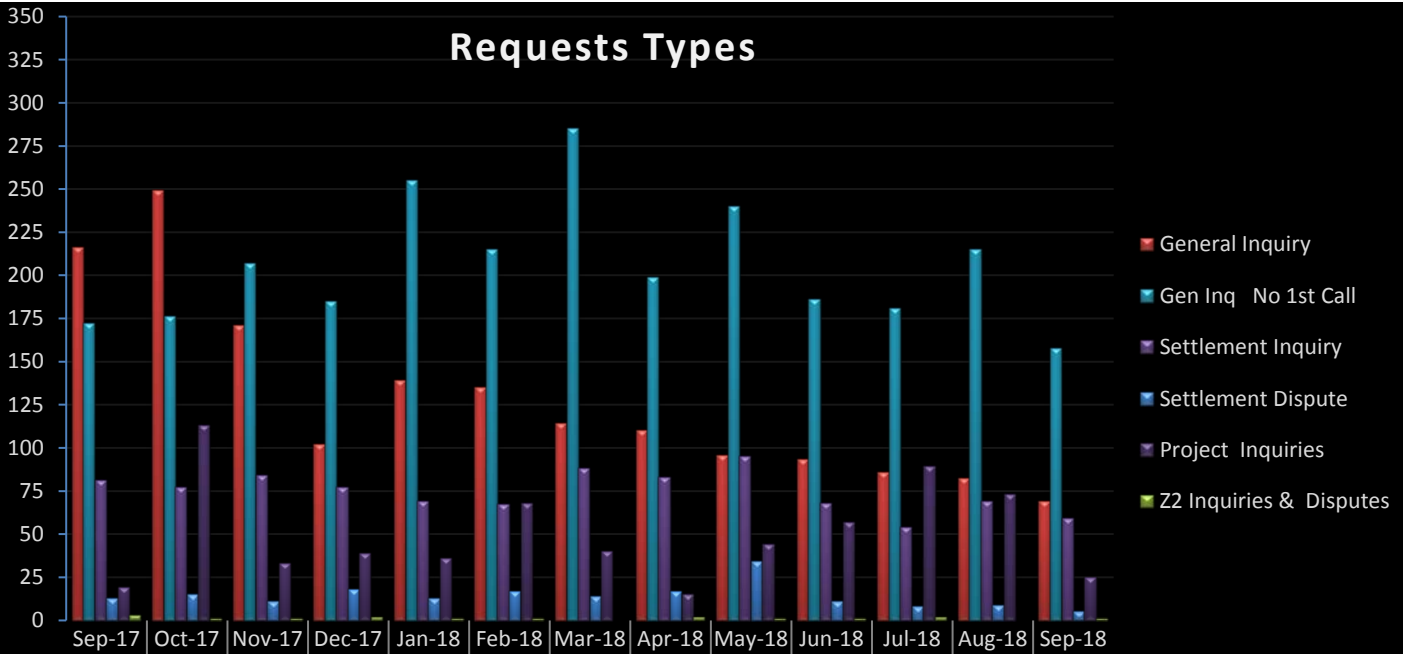
Reporting September 2018

Requests Opened and Closed



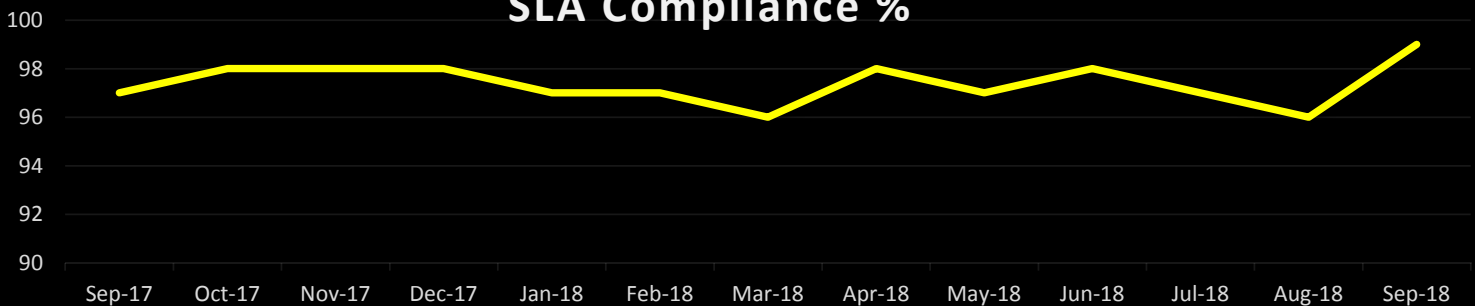
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Opened	721	837	727	596	782	806	712	683	798	613	634	604	612
Closed	670	799	687	605	680	702	809	697	887	677	635	697	529
Re-Opened	7	11	7	8	7	14	11	12	14	17	9	9	9

Requests Types

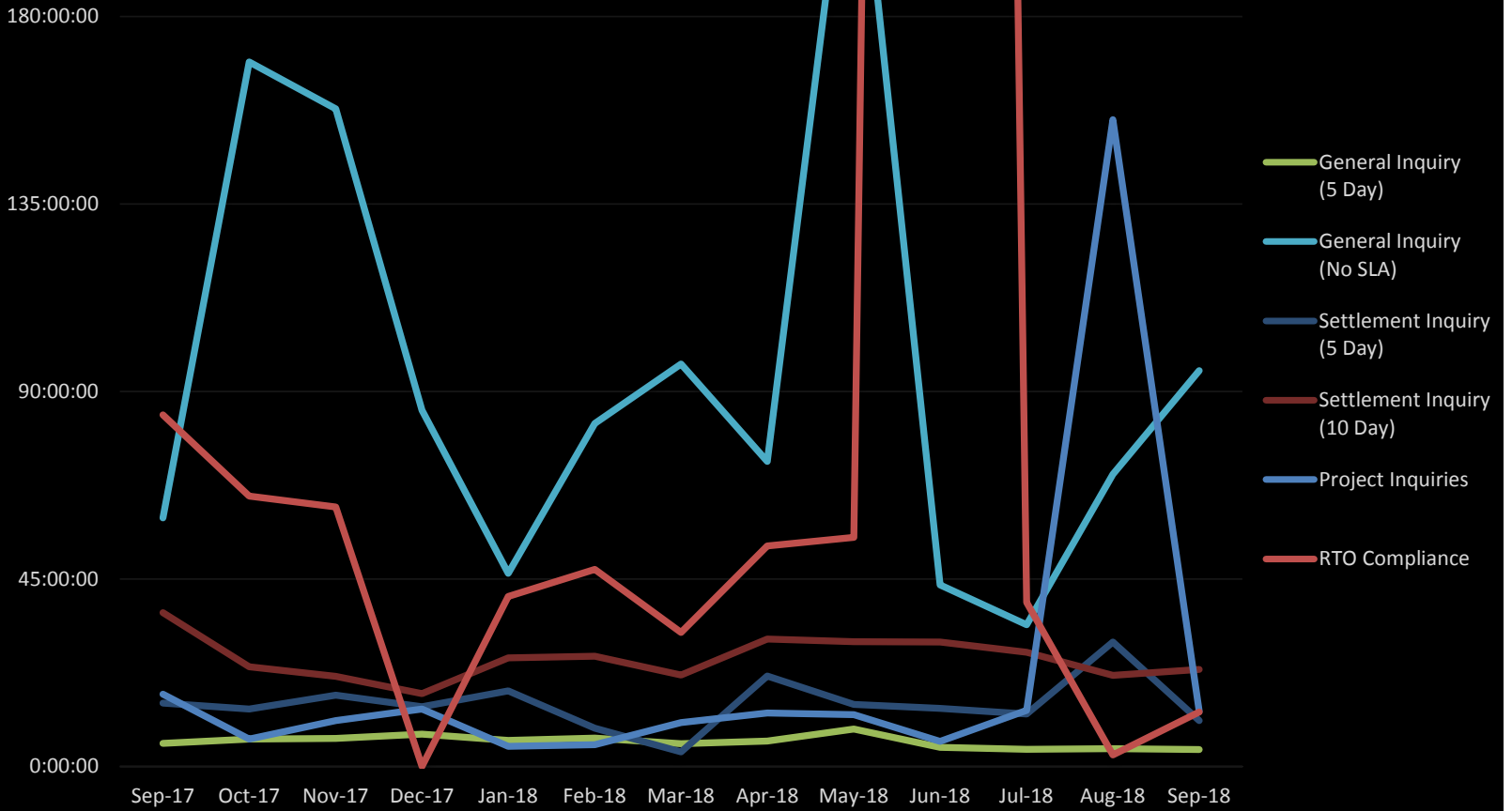


	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
General Inquiry	216	249	171	102	139	135	114	110	96	93	86	82	69
Gen Inq No 1st Call	172	176	207	185	255	215	285	199	240	186	181	215	158
Settlement Inquiry	81	77	84	77	69	67	88	83	95	68	54	69	59
Settlement Dispute	13	15	11	18	13	17	14	17	34	11	8	9	5
Project Inquiries	19	113	33	39	36	68	40	15	44	57	89	73	25
Z2 Inquiries & Disputes	3	1	1	2	1	1	0	2	1	1	2	0	1

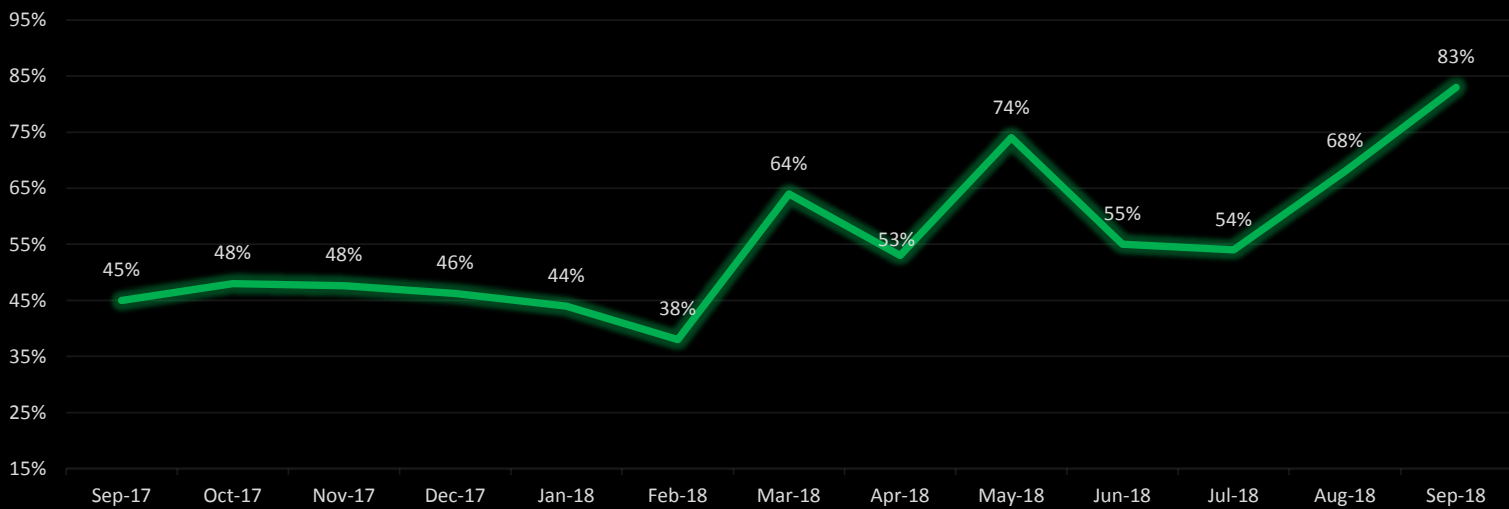
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)



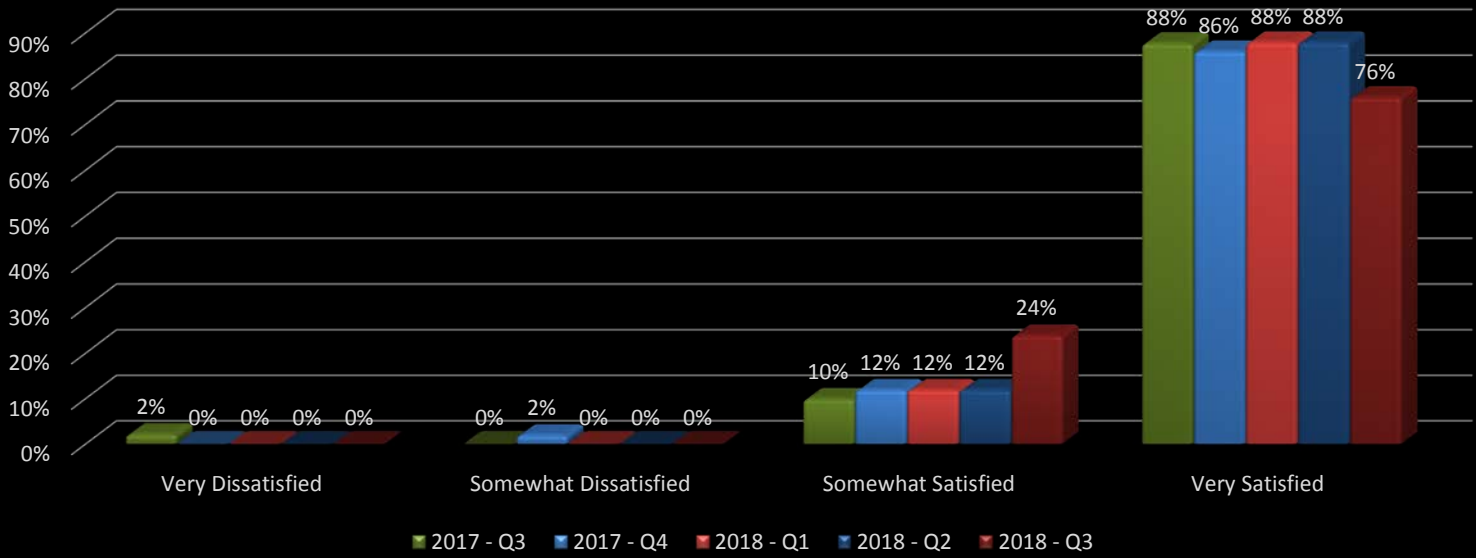
First Call Resolution



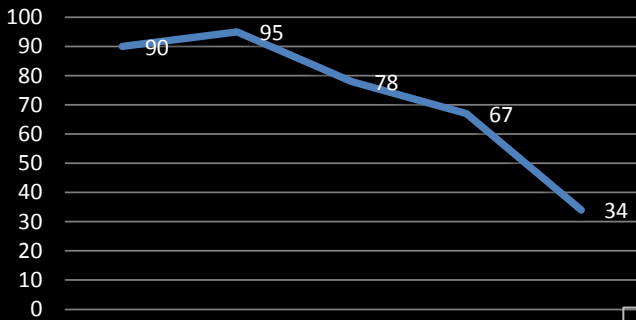
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results Q3 2017 - Q3 2018

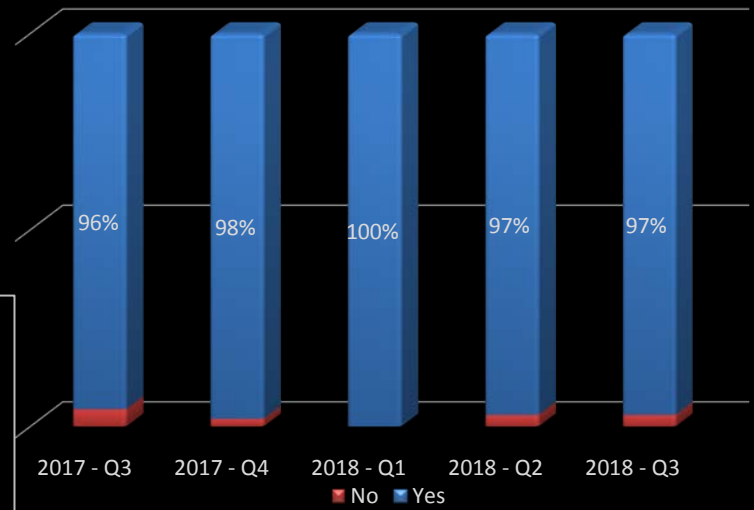
Satisfaction with RMS



Number of Respondents

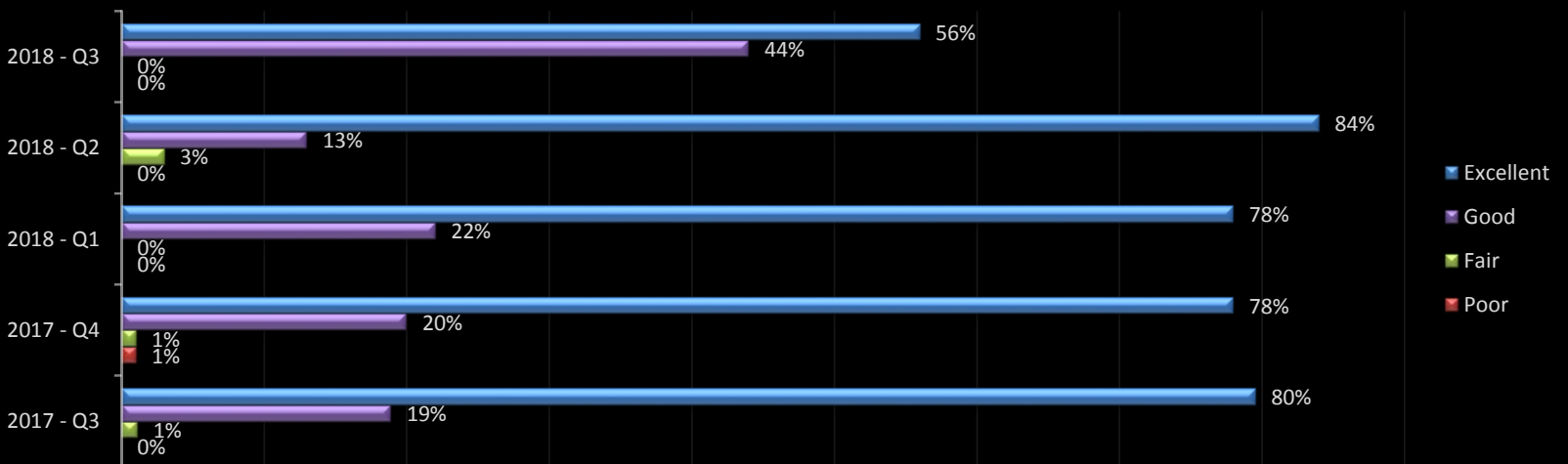


Request Resolved?

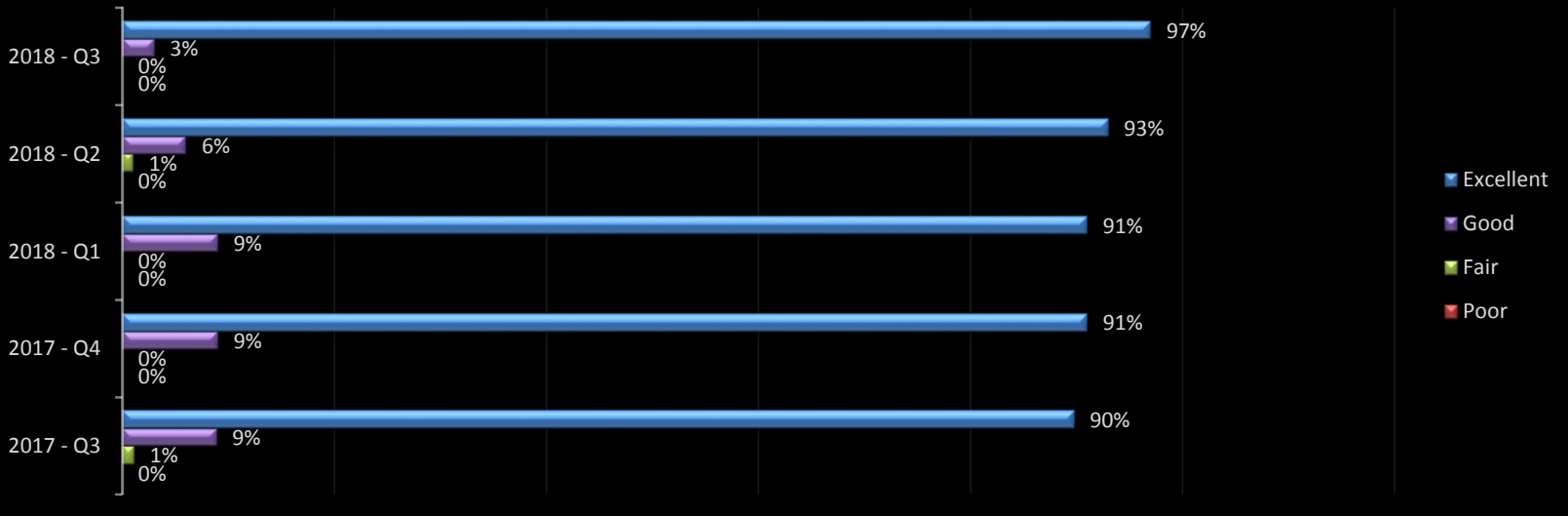


Note: During 2018-Q3, a system failure prevented the survey from going out for almost 1/2 of the survey period.

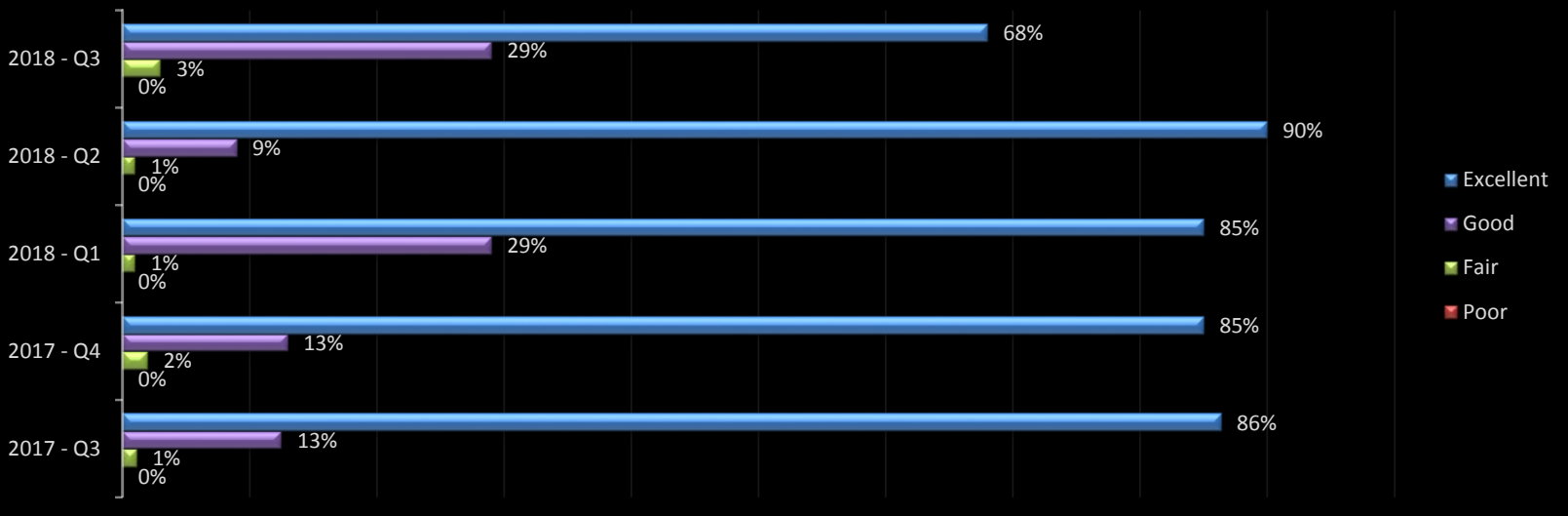
Understanding Needs



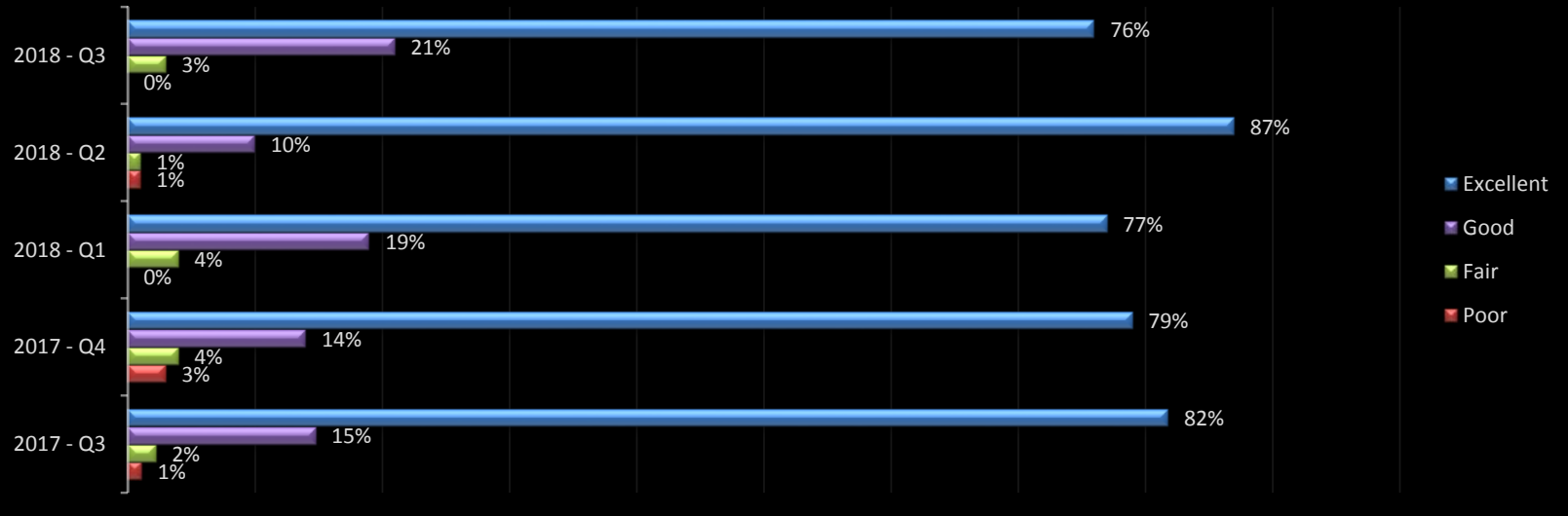
Professional Attitude



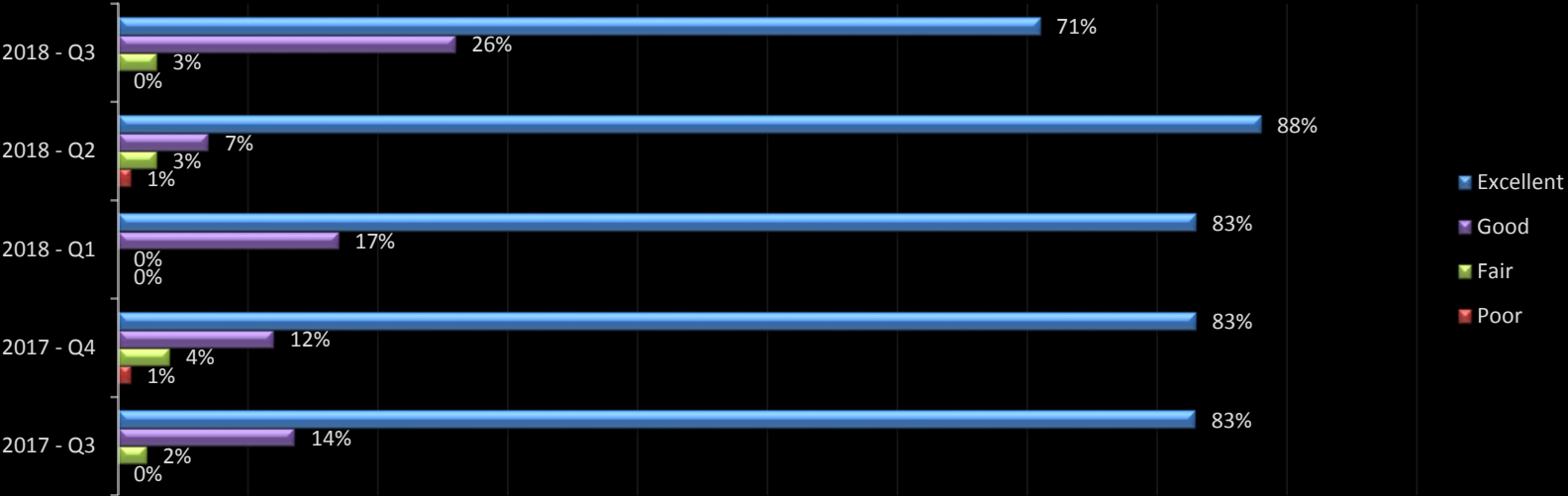
Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

